

Undercurrents

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Issue Highlights

AIMS.....	4
Assessments	1
Bowling	2
Branded Concepts	2
Business Activities	2
CARE Training	3
Catering	2
COE.....	3
Entertainment	2
Golf.....	2
Facilities & Acquisitions	4
Food & Beverage	2
Finance	4
Fitness	5
Human Resources	3
Information Technology	4
Intern Program.....	3
Legal Office	4
Marinas	1
Mission Essential	5
SAP	4
Sports	5
Training	3

Undercurrents is an internal publication of the Navy's Morale, Welfare & Recreation (MWR) division. Contents of *Undercurrents* are not necessarily the official view of or endorsed by the U.S. Government, the Department of Defense or the Department of the Navy. Send comments, questions and submissions to:

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MARKETING & MULTIMEDIA DEVELOPMENT


MWR SATISFACTION ASSESSMENTS...The 2005 MWR Customer and Employee Satisfaction Assessments have been completed, and CNI Millington Detachment is analyzing the results. The same independent consulting firm that performs similar assessments for the Navy Exchange Command conducted the MWR assessments. Regional and local action planning guides for improving the customer satisfaction levels of designated MWR programs will be released in the upcoming weeks.

POC: Ruel Odom,

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MWR/NEXCOM PUBLIC SERVICE ANNOUNCEMENT...A one-minute video PSA highlighting how the Navy Exchange saves Sailors and their families money, while a percentage of revenues are reinvested into Navy MWR programs, has been produced. The video was provided to NEXCOM for distribution and forwarded to the Naval Media Center for use on "Navy-Marine Corps News," Direct-to-Sailor broadcasts at sea and the Pentagon Channel. In addition, the video will air in Navy motion picture theaters.

COMMUNITY SUPPORT PROGRAMS VIDEO PRESENTATION DVD...The Marketing & Multimedia Development Branch created and distributed a DVD containing 11 different videos and PSAs promoting MWR, FFSP and NEX programs at the National Recreation & Parks Association (NRPA) Conference held in San Antonio, Oct. 17-21. 

MARINAS

NAVY MWR MARINAS COMMITTED TO CLEAN


MARINA INITIATIVE...The Clean Marina Initiative is a voluntary program promoted by the National Oceanic and Atmospheric Administration (NOAA) and state organizations that encourages marina operators and recreational boaters to protect coastal water quality by engaging in environmentally-sound operating and maintenance procedures.

POC: Dave Mitchell,

(901) 874-6651, DSN 882,

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The aim of the Clean Marina Program (CMP) is prevention. While CMPs vary from state to state, all programs offer information, guidance and technical assistance to marina operators, local governments and recreational boaters on best management practices to prevent or reduce pollution.

Navy marinas that are already certified include Boca Chica Marina, NAS Key West; Mulberry Cove Marina, NAS Jacksonville; Point Patience Marina, NRC Solomons; Fiddler's Cove Marina, NB Coronado, and U.S. Navy Sailing Center, NB Point Loma. CNI's goal for the MWR marina program is to have all marinas that are located in states with a CMP to achieve certification by 2007. 



BOWLING

BOWLING MANAGERS... **POC:** Dave Mitchell, (901) 874-6651, DSN 882, dave.mitchell@navy.mil

Las Vegas's Hilton Hotel and Convention Center is the location for the 15th Annual Armed Forces Bowling Conference and International Bowl Expo 2006, June 24-30. Mark your calendars so you can attend.

ANNUAL LINEAGE DATA...which includes open bowling, league, tournament, free and other (walkouts and mechanical testing) information, is required annually.

Bowling Center managers should maintain daily lineage data from the back office system, internal control counter system and/or spreadsheets. Calculate the category computations by day and on a day-to-date basis.

If you need assistance, contact Dave Mitchell. The FY05 data call will begin after Nov. 7.

MAINTENANCE SCHOOLS...

Schedules for the 2005 Brunswick GS-Series pinsetter Maintenance Schools, which coincide with Frameworx Scorer and Vector Scorer Maintenance Schools, are now available. For more information, call (800) 323-8141 or e-mail schools@brunbowl.com.

The 2005 AMF Bowling Technical Training School schedules for 82-70 and 90XL Pinspotters are also available. For more information, contact John Isbell at (804) 240-4982, jiisbell@amf.com, or Dave Mitchell.

MILITARY BOWLING

CHAMPIONSHIPS...Active duty, retired military, Reservists and DoD civilians can participate in the 2006 Military Bowling Championships in Las Vegas at the Gold Coast Bowling Center, Jan. 22-26.

For more information, contact John Childers, (303) 875-4501, johnchilders@comcast.net, www.militarybowlingchampionships.com, or Dave Mitchell.

ARMED FORCES BOWLING

CHAMPIONSHIPS...Read the complete article on the Armed Forces Bowling Championships, scheduled for Jan. 8-13, in Reno, Nev., on page 5.



NAVY ENTERTAINMENT

STEPHEN LANG TO VISIT **POC:** Karen Fritz, (901) 874-6690, DSN 882, karen.fritz@navy.mil

GITMO...Acclaimed actor and playwright Stephen Lang will be performing for military personnel at Naval Station Guantanamo Bay, Cuba, Nov. 7-10. Lang has starred on Broadway, played many prominent roles in film and television, and now serves as a director of the legendary Actors Studio in New York City. He has adapted "Beyond Glory," a 2003 bestseller by Larry Smith, who profiled a dozen Medal of Honor recipients from World War II, Korea and Vietnam. In this one-man adaptation, Mr. Lang carries the personas of eight American soldiers and Sailors, who recount with bitter pride, pain and wonder the heroic acts for which they received the nation's highest military accolade.



CIVILIAN MWR

CIVILIAN MWR ACTIVITIES... **POC:** John Shaw, (901) 874-6651, DSN 882, john.shaw1@navy.mil

Step one of the multi-phased process to regionalize Civilian MWR (CMWR) activities went into effect Oct. 1. Phase one requires that all CMWR annual reports (which include payment for the activity's assessment, property insurance and personnel bonding) be submitted through the respective MWR regional business office. Each region will then forward the report package to CNI Millington Detachment (N222G) for processing.

A letter requesting submission of the FY05 CMWR Annual Report (CNI ltr 12990 Ser CNI Det/3889 of 5 Oct 05) was mailed to each applicable region, commands administering CMWR activities and individual CMWR activities.

The goal of regionalization is eventually to integrate all active CMWR activities into the MWR enterprise-wide management information system (AIMS/SAP), to ensure regions are able to review and monitor the financial health of each CMWR activity. The initial AIMS/SAP rollout for selected regions will begin in February (affected regions will be notified soon). The rollout will continue until the process is complete (about 24 months).



FOOD & BEVERAGE

"GREATEST GATHERING OF CATERERS IN THE WORLD" **POC:** John Doelling, (901) 874-6644, DSN 882, john.doelling@navy.mil

...No other event can surpass the variety of business and culinary education that attendees will receive at catersource 2006, presented by *Catersource Magazine*, International Caterers Association (ICA), International Military Community Executives Association (IMCEA) And *Foodservice Director Magazine*. More than 2,500 caterers (civilian and military) from around the country will attend the 14th Annual catersource Conference, Jan. 23-26, at Las Vegas's Paris Hotel. Visit www.imcea.com for information and registration forms.

MACGREGOR'S MARKET HAS

OPENED...in the newly constructed Barber's Point Golf Course Clubhouse in Hawaii. Featured on the menu are local-style plate lunches, pupus (fresh ahi poke, sashimi and kalua pork quesadilla with Asian sauce) and daily specials. Standard favorites include made-to-order pizza, a variety of burgers and Nathan's famous jumbo hotdogs. The restaurant is open daily from 6 a.m. to 6 p.m. MacGregor's Market is part of the Hot Stuff Foods, Inc., portfolio. Navy MWR has 27 Hot Stuff Foods concepts currently in operation, with another 12 in various stages of planning and implementation. If you are interested in exploring branded food and beverage concepts, contact Marlin Ruhl, 901-874-6646, DSN 882, marlin.ruhl@navy.mil.



GOLF

PGA/ARMED FORCES GOLF MANAGER'S SEMINAR... **POC:** Clay Murray, (901) 874-6649, DSN 882, clay.murray@navy.mil

All MWR golf professionals should have received registration forms and information packets for the upcoming seminar. The format has changed from past events, with a breakout session scheduled for Wednesday morning to allow attendance at the PGA Demo Day later that afternoon. The Navy breakout session will include a "roundtable" discussion with a free exchange of ideas and information. Attendees should bring one idea or best practice that may be helpful to other Navy golf professionals.



HUMAN RESOURCES

OTH INSTALLATIONS LEAD THE WAY...Over-the-horizon (OTH) installations are leading the way as the Mid-Atlantic Region systematically builds and sustains a Community Support customer oriented enterprise (COE).

POC: Tim Cepak,
(901) 874-6715, DSN 882,
tim.cepak@navy.mil

During a COE strategic overview and alignment meeting, the Mid-Atlantic OTH Community Support program leaders discovered they were already doing many things that build and/or sustain a customer oriented enterprise. Adopting the COE business strategy has enabled the region to put an “umbrella” around all the different initiatives bombarding Community Support leaders, managers, supervisors and frontline service providers, and to stay focused on what they have in common and what really matters – the customer.

The COE business strategy is a systematic approach, customized to build upon and enhance a region’s current organizational realities. The COE launch consists of the following six steps:

1. Designating leadership team members committed to building a customer oriented enterprise (COE).
2. Adopting service theme/purpose for why we do what we do (i.e., “We create positive memorable customer experiences.”)
3. Designating and aligning key COE roles with current job responsibilities.
4. Using trained frontline employees to collect actionable customer feedback while creating positive memorable experiences.
5. Designating team(s) to apply actionable customer feedback (from step 4) to the current customer experience and make process, product and service improvements.
6. Celebrating and communicating results – successes and best practices. Repeat steps 4-6.

The OTH commands in the Mid-Atlantic Region completed steps 1 and 2, and began step 3 during an August COE strategic overview and alignment meeting at Sugar Grove, W.Va. They plan to accomplish steps 4-6 at each OTH installation by January. Organizations that have already implemented the COE business strategy unanimously agree that step 4 is where “the rubber meets the road,” and that every employee, whether a frontline service provider or senior leader, plays a critical role in building and sustaining a customer oriented enterprise.

CALLING ALL FORMER NAVY MWR INTERNS...

Attention all current employees who have completed a Navy MWR internship: We’d like to ask some questions about your intern experience and your career path since that time.

Please send Jane Westbay the following information: your name, current position title, base or command, location and dates of your internship(s), and your current contact information, including phone number, e-mail and mailing address.

Example: “My name is Jane Westbay. I am currently the Navy MWR Intern Program Manager for CNI Millington Detachment. I completed two Navy MWR internships. The first was in Summer 1990 at Sasebo, Japan working with the Youth Activities summer day camp program. The second was in Spring 1991 at Fleet Combat Training Center Dam Neck in Virginia Beach, Va., working with the Single Sailor Program. You can reach me at (901) 874-6726, DSN 882. My e-mail address is jane.westbay@persnet.navy.mil. My new NMCI e-mail address is jane.westbay@navy.mil. Postal address is CNI Millington Detachment (N253), 5720 Integrity Drive Bldg. 457, Millington, TN 38055-6540.”

For more information, contact Jane Westbay, (901) 874-6726, DSN 882, jane.westbay@navy.mil.

CARE TRAINING LAUNCHES...While participants are completing this new e-learning course every day, we continue to receive questions and concerns about the online Controlling Alcohol Risk Effectively (CARE) training course.

CARE training is the only program that meets the Navy’s annual requirement to certify all alcohol servers, and it is mandatory. Recent million dollar judgments against plaintiffs in DUI or alcohol-related incidents stress the importance of alcohol server training. There must be a strategy of zero tolerance on alcohol-related abuse or deviation from server procedures. Alcohol servers must complete this course as soon as possible after being hired, but no later than 30 days after they are hired. Alcohol servers who have not completed the

training should not serve alcohol until the CARE training is complete. All alcohol servers must be certified or re-certified annually in October.


CARE training provides alcohol servers with the skills needed to provide responsible alcohol service and protect the server, the activity and the Navy from unnecessary liability risk. In the training, alcohol servers learn to:

- Understand the laws governing alcohol service;
- Carry out the activity’s ID checking policy;
- Understand how alcohol works in and effects the body;
- Use the “traffic light” system to monitor and control alcohol consumption; and

- Intervene tactfully to prevent possible problems arising from alcohol consumption.

The software requirements to take the course include:

- Internet Explorer (IE), ver 6.0;
- Macromedia Shockwave 10.0 ; and
- All popup blockers disengaged.

NMCI users will need to complete the training on a legacy computer (non-NMCI). If access to a legacy computer is not available, contact Brenda Wright at (901) 874-6737 to discuss training alternatives. To complete the training or receive additional information, visit LearnMWR at <https://learnmwr.persnet.navy.mil/>. 

FINANCE

INTELLI-CHECK


RECOVERY...

POC: Daryl Davis,
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The centralized return check processor has issued training information to ensure the collection of returned checks. The contract requires the collection of the following information about the military member or DoD employee:

1. Name of sponsor;
2. Command name of sponsor;
3. Home and work phone number;
4. Last four digits of Social Security number;
5. Branch of service;
6. Rank or grade of sponsor; and
7. Confirmation of address on check, or record of new address, if different.

When all the information is collected, providing the check is not fraudulent or the check writer has not declared bankruptcy, Intellicheck will guarantee payment. If the required information is not provided and the check payment is not recovered, then the local MWR/VQ activity must accept the liability.


The information required is quite extensive to collect at the point of purchase, so MWR/VQ should continue to maintain a separate, secure database of check writers by using a check-cashing card system. Additionally, in order to use the Treasury Offset Program for debt collection, the customer's full Social Security number is required. Intellicheck has agreed to obtain information after the fact from various regional points of contact. If you have further questions on Intellicheck processing, contact Dean Ash from Intellicheck Recovery, Inc., (888) 308-1616,
dean@mwr.cc. 

INFORMATION TECHNOLOGY

AIMS/SAP GOES LIVE IN JAPAN...The first OCONUS sites are now on AIMS. The AIMS team is in the Yokosuka/Atsugi area, supporting the first overseas region to go to AIMS. This implementation is also the first time a system has gone live with both the financial (FICO) and human resources (HR) modules at the same time. Congratulations to everyone in the region who worked hard to make this a successful go-live. The start of the European conversion is next, with a kick-off meeting in Naples, Italy scheduled for November. Implementation in Bahrain will occur after Europe.

POC: Tim Rushdi,
(901) 874-6520, DSN 882,
tim.rushdi@navy.mil

MID-ATLANTIC POINT OF SALE...The Norfolk metro area is installing equipment and preparing for the point-of-sale (POS) implementation in the region. While the majority of the POS terminals are Micros® branded hardware, the computer programs that run on the equipment are primarily Vermont Systems (Rectrac, Golftrac, CYMS), with some large food and beverage operations choosing the MICROS software, depending on the business focus of the operation.

AIMS/SAP HUMAN RESOURCES IMPLEMENTATIONS...With the recent completion of the HR implementation in the National Capitol Region (Naval District Washington), the only CONUS region still waiting for HR conversion and implementation is Navy Region South. Members of the AIMS/SAP HR team will be going to Texas soon to kick off their HR implementation. 


CPSO LEGAL OFFICE

AUTO RELATED CLAIMS ROSE DURING

FY05...Comprehensive claims (pays for damages sustained to NAF-purchased vehicles) and liability claims (protects people whose cars sustain damages when NAF employees are at fault) increased 55 percent and 46 percent.

POC: George Holz,
(901) 874-6626, DSN 882,
george.holz@navy.mil

In an effort to decrease the number of auto-related incidents this fiscal year, each MWR site manager should assess and implement a proactive approach toward reducing auto-related accidents/losses. Unlike other claim categories, encouraging NAF employees to attend ongoing driver improvement programs offered through the base safety office could dramatically minimize auto-related accidents/losses.

There will always be unavoidable incidents; however, simply reviewing and enforcing safety practices already in place can minimize a large portion of these accidents/incidents. 

FACILITIES & ACQUISITIONS

NAF TRAVEL...


CNI Millington Detachment has a contract with Travelennium for official NAF travel.

If you are looking for a travel agency to use for official and/or unofficial travel, contact Jennifer Kruchten at (901) 767-0761 or jkruchten@travelennium.com. Travelennium is located at 5050 Poplar Ave., Memphis, TN, 38157.

NAF VEHICLE REGISTRATION AND LICENSING PROCESS

STREAMLINED...to a one-step process. As of Oct. 1, when a DD Form 1342 is received for the validation and registration of a NAF vehicle, bus, truck or special equipment item (i.e., trailers, campers, etc.) which requires license plates, two decals and two license plates will be forwarded to the command with the validated 1342 documentation. The host command or region will no longer receive charge back for license plate fees.

You are still encouraged to call in for the associated USN

number at the time you are acquiring the vehicle, equipment item, etc., with the DD Form 1342 to follow soonest. For more information, contact Linda Harden, (901) 874-6609, DSN 882, linda.harden@navy.mil, or Dave Ranson. 

POC: Dave Ranson,
(901) 874-6674, DSN 882,
dave.ranson@navy.mil

MISSION ESSENTIAL

NAVY FITNESS MEETING AT ATHLETIC BUSINESS CONFERENCE...

The 2005 Navy Fitness Program workshop will be held for all MWR fitness and sports professionals, Nov. 29, from 8 a.m. to 5 p.m., in Hall E, rooms 231B and C, at the Orange County Convention Center in Orlando, Fla. The workshop precedes the 2005 Athletic Business Conference, Nov. 30 - Dec. 3.

POC: Kelly Powell,
(901) 874-6631, DSN 882,
kelly.powell1@navy.mil

AEDS IN FITNESS CENTERS...

Is there an automatic external defibrillator (AED) in the fitness center? When was the last time it received a check-up?

Complete a check-up on the AED according to the manufacturer's recommendations. Batteries often wear out. The base fire department can assist in providing a review of the AED unit to ensure it is running properly.

If there is not an AED unit in the fitness center, it would be wise to procure one in FY06. AEDs save lives in emergencies.

FITNESS TRAINING FY06...The Fitness Office is offering three training classes (Basic Fitness Training Certification, Advanced Fitness Certification and Sports Training Certification) this year. If you would like to host a fitness class in your region, contact Marc Meeker, (901) 874-6899, DSN 882, marc.meeker@navy.mil, for details.

USING MICROFIT ASSESSMENT...While programs such as MICROFIT are excellent assessment tools for health clubs and the general population, do not use them on active-duty personnel at any time. This type of assessment tool causes discrepancies with the current Performance Fitness Assessment (PFA) system.

While other patrons such as retirees, spouses and DoD employees can receive MICROFIT assessments, Sailors should receive assessments using PFA standards and a tape measure for body composition. Record into PRIMS only the official PFA test. Unless you are the command fitness leader, do not verify body compositions during an assessment. Assessments completed between PFA testing cycles are only for determining current body composition or for progression comparison.

2005 DOD PHYSICAL FITNESS STANDARDS...The revised 2005 DoD Physical Fitness Standards need to be reviewed in their entirety. Installations must submit their compliance report via the regions to meet the Nov. 14 deadline.

The standards include two basic sections: installation and fitness facilities. The installation standards apply to the entire installation. The facility section applies specifically to each fitness center if the installation has multiple fitness centers. Review the standards carefully, because many received modification. For example, the old standard for basketball layout required that basketball courts have a six-foot clearance on all sides. The revised standard states that if the basketball court does not meet the six-foot perimeter but has protective padding covering the walls to prevent injury, then it will comply with the standard.

In the past, some facilities were not meeting simple, basic requirements. For example, some commands reported not having water available in the fitness facility or not having first-aid kits. These are easy items to address and fix. Some commands reported their staff was not CPR or first aid certified. That is completely unacceptable! There is no reason for any of the above issues to be marked as unattained. Immediately correct those standards that are attainable without much effort. If you have questions relating to standards, contact the Navy Fitness Office for assistance before submitting the checklist sheet.

NAVY FITNESS BASIC FITNESS TRAINING DVD...The Basic Fitness Training DVD, now available from the Navy Fitness Office, includes fitness techniques -- from warm-ups and cardiovascular training to demonstrations of a basic strength training circuit. The DVD can be used for orientation or educational purposes in fitness centers. Contact Marc Meeker, (901) 874-6899, DSN 882, marc.meeker@navy.mil, to request a copy.



NAVY SPORTS

POC: John Hickok,
(901) 874-6632, DSN 882,
john.hickok@navy.mil

THE ALL-NAVY MEN'S BASKETBALL TEAM...won the Armed Forces basketball championship for the first time in nine years.

THE ALL-NAVY GOLF TEAM...

finished second in the Armed Forces golf championship. ENS Billy Hurley and ENS Nicole Johnson claimed the men's and women's Armed Forces individual championship.

CDR John Lobb, executive officer at Naval Station Mayport, and ENS Hurley competed in the U.S. Amateur Golf Championships, prior to competing on the All-Navy Golf Team. ENS Hurley was also a member of the U.S. Walker Cup Team.

LTJG TIMOTHY O'DONNELL...

finished fourth overall in the 2005 Ixtapa Continental Cup triathlon in Mexico. LTJg O'Donnell, assigned to EOD Group 1 in San Diego, is training for a spot on the 2008 U.S. Olympic Team.

ARMED FORCES BOWLING CHAMPIONSHIPS...

The Armed Forces Bowling Championships is scheduled for Jan. 8-13, in Reno, Nev., in conjunction with the Team USA Nationals Bowling Championships.

The All-Navy team will be comprised of six female and six male bowlers. Female bowlers should have a consistent 175+ tournament average and male bowlers should have a 205+ tournament average. All bowlers must have bowled in two out of three city, state or regional tournaments.

Top bowlers can receive a Navy Sports application at the base Sports office or download it from www.mwr.navy.mil, click on Mission Essential, then Navy Sports, then Navy Sports application. Submit the applications to p651e@persnet.navy.mil.

